



Housing Management and Almshouses Sub (Community and Children's Services) Committee

Date: MONDAY, 20 JANUARY 2020
Time: 1.45 pm
Venue: COMMITTEE ROOM 2 - 2ND FLOOR WEST WING, GUILDHALL

Members: John Fletcher (Chairman)
Mary Durcan (Deputy Chairman)
Randall Anderson
Marianne Fredericks
Alderman David Graves
Barbara Newman
Dhruv Patel
Susan Pearson
William Pimlott
Peter Bennett
Deputy the Revd Stephen Haines
Jason Pritchard
Ruby Sayed

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Lunch will be served in the Guildhall Club at 1pm
NB: Part of this meeting may be subject to audio or visual recording

John Barradell
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Reports

1. **APOLOGIES**
2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
3. **MINUTES**
To approve the public minutes and non-public summary of the meeting on 20th November 2019.
For Decision
(Pages 1 - 6)
4. **OUTSTANDING ACTIONS**
Members are asked to note the Sub Committee's Outstanding Actions List.
For Information
(Pages 7 - 8)
5. **HOUSING MAJOR WORKS PROGRAMME - PROGRESS REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 9 - 18)
6. **UPDATE ON MIDDLESEX STREET GARAGES**
Assistant Director, Barbican and Property Services to be heard.
For Information
7. **GREAT ARTHUR HOUSE RECLADDING SERVICE CHARGE FIGURES**
Assistant Director, Barbican and Property Services to be heard.
For Information
8. **HOUSING MANAGEMENT POLICIES - PROGRESS UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 19 - 24)
9. **TENANCY POLICY REVIEW**
Report of the Director of Community and Children's Services.
For Decision
(Pages 25 - 38)
10. **DECENT HOMES KITCHEN AND BATHROOM CONTINGENCY 2: GATEWAY 6 - OUTCOME REPORT**
Report of the Director of Community and Children's Services.
For Decision
(Pages 39 - 44)

11. **DECENT HOMES - CENTRAL HEATING INSTALLATION PROGRAMME (CHIP) - VARIOUS 2010/11, 2011/12 AND 2012/13: GATEWAY 6 - OUTCOME REPORT**
Report of the Director of Community and Children's Services.

For Decision
(Pages 45 - 50)
 12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
 13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
 14. **EXCLUSION OF THE PUBLIC**
MOTION - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act.

For Decision
- Part 2 - Non-Public Reports**
15. **NON-PUBLIC MINUTES**
To approve the non-public minutes of the meeting held on 20th November 2019.

For Decision
(Pages 51 - 54)
 16. **NON- PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
 17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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HOUSING MANAGEMENT AND ALMSHOUSES SUB (COMMUNITY AND CHILDREN'S SERVICES) COMMITTEE
Wednesday, 20 November 2019

Minutes of the meeting held at Golden Lane Community Centre at 2.00 pm

Present

Members:

Mary Durcan (Deputy Chairman - in the Chair)
Randall Anderson
Marianne Fredericks
Alderman David Graves
Barbara Newman
Susan Pearson
Peter Bennett
Ruby Sayed

In attendance

Deputy John Tomlinson – Ward Member, Cripplegate

Officers:

Paul Murtagh	- Assistant Director, Barbican and Property Services, Community and Children's Services
Liam Gillespie	- Community and Children's Services
Jason Hayes	- Community and Children's Services
Nicholas Welland	- City Surveyors
Julie Mayer	- Town Clerks

1. APOLOGIES

Apologies were received from John Fletcher (Chairman), Deputy the Reverend Stephen Haines and Jason Pritchard.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

RESOLVED – That the public minutes and non-public summary of the meeting held on 16th September 2019 be approved as a correct record.

MATTERS ARISING

Members noted that the brief for the Housing Revenue Account Parking Consultant had been drafted and advice would be taken with colleagues in the Commissioning Team, with a view to engaging someone to carry out an initial review. Members would receive an update report in Spring 2020.

In respect of the Fire Brigade's 'Stay Put' Policy, the Directors and Members were due to meet the Fire Brigade at the end of this month and Members would receive an update on this and other fire related issues at the next meeting of the Sub Committee in January 2020.

Member visits to the Estates scheduled for 31st October and 27th November 2019 had been cancelled. Members suggested that they be rescheduled for Spring 2020, split across 3 visits, possibly before or after a scheduled meeting of the Sub Committee.

4. OUTSTANDING ACTIONS LIST

Members received the Sub Committee's Outstanding Actions List and noted those items which would be discharged on this and future agendas.

5. HOUSING MAJOR WORKS PROGRAMME - PROGRESS REPORT

Members received a report of the Director of Community and Children's Services in respect of progress made with the Housing Major Works Programme. Members commended excellent results in respect of the door entry systems at Dron House and William Blake Estate; in addition to the Petticoat Tower balcony windows and doors project, which had achieved a £200,000 saving. As there was some commercially sensitive information linked to this project, Members would receive a further update in the non-public part of today's agenda, at item 18. Members also noted that completion of the installation of sprinklers (multi-estate programme) was now expected in March 2021.

In response to questions, officers agreed to provide more information on in respect of slippages beyond the City Corporation's control. In respect of ball game areas, Members were reminded that they had approved the Playground Policy earlier in the year and, once the programme had been finalised, works to the various estates could be identified separately.

There was some discussion about challenges faced by officers in gaining access to some properties and officers explained that due process had to be followed in terms of arranging appointments.

Members noted that, in respect of Great Arthur House, the door sets were continuing to be tested in Poland, which was quicker and cheaper than in the UK, but the building's Listed status was a further consideration. The recladding works were complete and there had been no change in expenditure since the last report. The Assistant Director was now in receipt of the final service charge figures and they would be circulated with the minutes of this meeting.

RESOLVED, that – the report be noted.

6. RENTS POLICY

Members considered a report of the Director of Community and Children's Services in respect of a draft Rents Policy, which set out the City Corporation's approach to rent setting and the management of rent accounts. Members noted that, whilst this was a new Policy, the approaches in the document were

taken from established practice, current rent regulations and the City Corporation's Tenants' Agreement and Handbook.

In response to a question about rent restructuring, Members noted a Government Directive 10 years ago which had sought to align Council and Housing Association Rents in order to be fairer. However, it was only possible to change rent levels when a tenancy changed and the Government had issued a further Directive to reduce rents across a 4 year period. Despite this, targets were being met and the gaps were closing. Members also noted that service charges fell due in October every year and they asked if the breakdown between rent and other factors, such as service charges, could be clearer in future reports. Officers explained that the majority of Housing policies had now been reviewed and agreed to provide a review timetable to the next meeting.

RESOLVED, that – the draft Rents Policy be approved for use by the Housing Service.

7. HOUSING ESTATES - ALLOCATED MEMBERS' REPORT

Members received a report of the Director of Community and Children's Services which provided an update on events and activities on the City Corporation's social housing estates. Members noted that the report had been compiled with Allocated Members, who were residents' 'champions' on particular estates.

In respect of the Golden Lane Estate, officers advised that the Estate Inspection Results should be ready in early December. The Allocated Member advised that some of the contractors had provided donations to the roof gardens and asked for this to be acknowledged. The bi-annual residents magazine was available on line for residents at the following link: https://issuu.com/cityoflondon2/docs/home_issue_1. Members asked if a printed copy could be placed in the Members' reading room at Guildhall and this was done after the meeting,

RESOLVED, that – the report be noted.

8. LETTINGS/SALES POLICIES FOR NEW DEVELOPMENTS

Members considered a report of the Director of Community and Children's Services which summarised the context for the consideration of leaseholder arrangements in relation to proposals for estate regeneration, by advising on the legal framework for securing vacant possession of leasehold properties.

Members noted that the policies were broadly in line with other local authorities and officers had worked extensively with the Comptroller and City Solicitor. Members noted that the report was seeking an 'In Principle' decision and the finer detail in respect of mortgages, shared equity schemes, the definition of 'principal' homes and valuations (with clarity as to any benefits or loss to the City of London Corporation) would be contained in the next report to Members. The Assistant Director advised that, when the report is presented to the Grand Committee, it would include an appendix responding to the points raised at this meeting. Whilst noting that a clear policy was required at the outset, Members

were mindful of hardship cases. Officers explained that, whilst they would be looked at on a case by case basis, the Policy could not cover all eventualities.

RESOLVED, that - noting the comments of the Housing Management and Almshouses Sub Committee, the following be recommended to the Community and Children's Services Committee:

Leaseholders

- Long leaseholders who occupy their flat as their only or principal home and, who wish to remain on the estate will, if their existing flat is subject to demolition, be offered a new flat on a shared-equity basis. NB If, however, they are able and wish to purchase 100% of the equity, then they will be able to do so.
- Any long leaseholder taking up a shared-equity offer will be expected to invest funds from the purchase of their old property and a proportion of any Home Loss payment (plus a potential voluntary contribution from savings). Any value gap will be met by the City Corporation retaining an equity share in the property.
- The shared-equity terms will not require the leaseholder to pay rental on the equity that they do not own but, they will be liable for 100% of the service charge.
- The shared-equity opportunity will not be available to long leaseholders who do not occupy their flat as their only or principal home. Instead, they will be offered market value plus compensation if, their flat is subject to demolition as part of the new development.

Secure Tenants

- Reaffirm that secure tenants must be offered alternative accommodation and that, in line with the previously adopted Local Lettings Plan, if their flat is subject to demolition, they will be offered a new flat within the new development and will only need to move once.

Windsor House

- The Long Leaseholder policy proposed above to be communicated to long leaseholders in an Information Bulletin.
- Long Leaseholders to be asked to register interest in the shared-equity opportunity, so that an assessment of likely project viability can be undertaken.

9. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

1. **In response to a question about the voids process**, Members noted that the current re-let target was 25 days and 30 days had been achieved in the last quarter. Officers accepted that the process required improvement and Members noted that voids work was complex and covered many City Corporation teams. The officer explained that there

was a voids standard for staff and this would be enhanced and made public, in order to be more transparent.

The officer advised that a public facing letting policy had been drafted, entitled; '*What to expect when you move into your City of London Corporation home*'. Members were assured that no homes were handed over in poor condition, but some were let with a decorating allowance to enable residents to decorate their homes to their personal taste. However, a different process applied to disabled residents, or those in sheltered accommodation, who were unable to undertake their own decorations. Whilst it was suggested that handovers to a high decorative standard might reduce the voids period, it was accepted that this would have a significant impact on the Housing Revenue Account.

2. **In response to a further question about the recent Bolton Fire**, which had a different type of cladding to that used in Grenfell Tower, the Assistant Director, Barbican and Property Services, explained that, post Grenfell, all City Corporation properties had been checked for ACM cladding and none was found. Furthermore, the Government also imposed a duty on local authorities in respect private dwellings in Local Authorities and a further inspection, funded by the Government, was undertaken on 100 properties in the City. Since then, the Government had asked for a further inspection for other forms of cladding in and again, none had been found.

10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There was no other business.

11. **EXCLUSION OF THE PUBLIC**
RESOLVED – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act.

Item	Paragraph
12	1 and 2
13-18	3

12. **NON-PUBLIC MINUTES**
RESOLVED – That the non-public minutes of the meeting held on 16th September 2019 be approved as a correct record.

13. **HRA COMMERCIAL PROPERTY PERFORMANCE - SEPTEMBER QUARTER 2019**
Members received a report of the City Surveyor.

14. **HOUSING REVENUE ACCOUNT (HRA) COMMERCIAL PROPERTY - MIDDLESEX STREET COMPENSATION CLAIMS**

Members considered and approved a report of the Director of Community and Children's Services.

15. **MIDDLESEX STREET ESTATE NON-EMERGENCY ELECTRICAL WORKS (LANDLORD'S) - PHASE 2 - GATEWAY 5 - ISSUES REPORT**

Members considered and approved a report of the Director of Community and Children's Services.

16. **RENEWAL OF FLAT ROOF COVERINGS AT PETTICOAT SQUARE, MIDDLESEX STREET - GATEWAY 1-4 PROJECT PROPOSAL & OPTIONS APPRAISALS**

Members considered and approved a report of the Director of Community and Children's Services.

17. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no questions.

18. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

Two items were considered whilst the public were excluded.

The meeting ended at 3.55 pm

Chairman

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HOUSING MANAGEMENT AND ALMSHOUSES SUB-COMMITTEE
Outstanding Actions – December 2019 update

Date Added	ITEM	Action	Officer and target date
22.7.19	TENANCY VISITS	Members requested a themed report, setting out how the data was being used and where improvements had been made.	Dean Robinson/Liam Gillespie March 2020
22.7.19	HOUSING UPDATE AND RISK REGISTER REPORT	<ol style="list-style-type: none"> 1. A new regime was being piloted on 2 estates and would be introduced on all estates later this year. 2. Members asked if future reports could have more breakdown in respect of anti-social behaviour, by location, including trends from previous years. 	Liam Gillespie <ol style="list-style-type: none"> 1. Members asked to receive a further report on the new Inspection System, once it had been fully rolled out, in May 2020. 2. Noted.
16.9.19	NEW PORTSOKEN COMMUNITY CENTRE	Report to a future meeting setting out governance options.	Carol Boswarthack Likely to be late 2020
20.11.19	HOUSING REVENUE ACCOUNT PARKING	Brief for the Housing Revenue Account Parking Consultant had been drafted and advice would be taken with colleagues in the Commissioning Team, with a view to engaging someone to carry out an initial review.	Liam Gillespie Update in Spring 2020
20.11.19	FIRE SAFETY	Directors and Members are due to meet the Fire Brigade at the end of November 2019.	Paul Murtagh A verbal update on the Fire Brigade meeting at the Sub Committee meeting in January 2020.

HOUSING MANAGEMENT AND ALMSHOUSES SUB-COMMITTEE
Outstanding Actions – December 2019 update

			Fire Safety Update Report will go to March Community and Children's Services Committee.
20.11.19	VISITS TO THE NORTH AND SOUTH ESTATES	Members suggested that these be split across 3 visits, possibly before or after a meeting of the Sub Committee.	Liam Gillespie/Julie Mayer Spring 2020
20.11.19	GREAT ARTHUR HOUSE – RECLADDING WORKS	Service charge figures.	Paul Murtagh/City Surveyors Verbal update at meeting in January 2020. Gateway 6 Project Report to March Sub Committee.
20.11.19	HOUSING POLICIES RENEWAL TIMETABLE	A schedule to be presented to the next meeting.	Liam Gillespie January 2020

Committee	Dated:
Housing Management & Almshouses Sub Committee	20 January 2020
Subject: Housing Major Works Programme – Progress Report	Public
Report of: Director of Community & Children’s Services	For Information
Report author: Paul Murtagh Assistant Director Barbican & Property Services	

Summary

The purpose of this report is to update Members on the progress that has been made with the Housing Major Works Programme and to advise Members on issues affecting progress on individual schemes.

Recommendation

Members are asked to note the report.

Main Report

Background

1. At its meeting on 27 November 2017, the Housing Management & Almshouses Sub-Committee received a presentation from officers in Housing Property Services on the scope of, and progress with, the Housing Major Works Programme. Members subsequently agreed that it would be useful if further updates and progress reports be brought to future meetings of this Sub-Committee.
2. The first update and progress report was presented to this Sub-Committee at its meeting on 12 February 2018. This twelfth update report highlights specific areas of ‘slippage’ or ‘acceleration’ since the last meeting of the Sub-Committee on 20 November 2019 as well as, progress against the programme as originally reported in November 2017.

Considerations

3. The City of London Corporation (City Corporation) is committed to investing around £55million on a Major Works Programme for the maintenance, refurbishment and improvement of its social housing portfolio. The works, in the main comprise:
 - Window replacements;
 - Re-roofing;

- Decent Homes (new kitchens and bathrooms);
 - Electrical rewiring and upgrades;
 - Heating replacements;
 - Concrete repairs.
4. The funding for these extensive works, which are intended to bring all the City Corporation's social housing stock up to, and beyond, the Decent Homes Standard, comes from the Housing Revenue Account (HRA), which is ring-fenced solely for housing. The HRA is made up of:
- Income from rents;
 - Income from service charges.
5. The Housing Major Works Programme was originally intended to be a 5-year programme however, the size and complexity of some of the projects included, along with initial staff resourcing issues, has meant that it is more likely to take 7 or 8 years to complete.
6. The Housing Major Works Programme is monitored and managed at several levels both corporately and within the department. This includes:
- Gateway Process;
 - DCCS Committee;
 - Projects Sub-Committee;
 - Housing Management & Almshouses Sub-Committee;
 - Housing Programme Board.
7. The Housing Programme Board (HPB) is a cross-departmental group, chaired by the Director of Community & Children's Services and comprising senior officers from:
- Housing Management;
 - Housing Property Services;
 - City Surveyors;
 - Planning;
 - Finance;
 - Town Clerks;
 - City Procurement.
8. For the purpose of the HPB, officers have developed detailed report templates that show progress of the various works programmes and these are analysed and discussed monthly. At its meeting on 27 November 2017, following a presentation from officers in Housing Property Services on the scope of, and progress with the Housing Major Works Programme, Members agreed that a simplified version of the progress reports be brought to future meetings of this Sub-Committee.
9. Attached at Appendix 1 to this report, for Members consideration, is the latest version of the progress report for the Housing Major Works Improvement Programme, which will be submitted to the HPB at its meeting on 23 January 2020.

10. Members will note from the progress report at Appendix 1 that overall, there has been no significant change to the status of the various projects since the last meeting of this Sub-Committee. Members are asked to specifically note the following updates:

Slippage in relation to timing of contract

H39 – Window Replacement and External Decoration (Multiple Estates)

As reported previously, these works require planning permission from the various host Borough Planning Authorities and, as such, the scheduled delivery of these works is, to a large extent, dependent on timely outcomes from the host Borough Planning Authorities. At its last meeting on 20 November 2019, Members of the Housing Management and Almshouses Sub Committee were advised that planning applications had been submitted for the Window Replacement and External Decoration Works on all our estates.

Unfortunately, there have been significant delays in securing the necessary planning permissions from the various host Borough Planning Authorities and, this has caused the expected contract start times of all the associated workstreams to slip. These delays are primarily a result of the long lead in times we have experienced in obtaining pre-planning advice from host Borough Planning Authorities, along with delays in validating and registering planning applications. These delays are compounded further by host Borough Planning Authorities taking much longer than expected to issue their respective planning decisions for what are essentially relatively straight forward and non-controversial building works.

The delays outlined above have adversely impacted the scheduled delivery dates for the following estates:

Holloway Estate

The London Borough of Islington has now extended the deadline for determining the planning decision for a second time, this time by a further three weeks and, a planning decision is now not expected until the end of January. The delays in the planning process will put back the expected contract start date for these works by up to four months.

Sydenham Hill Estate

There have been similar problems with the planning process for the Sydenham Hill Estate with the London Borough of Lewisham and, the deadline for determining the planning decision has been extended to mid-January. The delays in the planning process will again put back the expected contract start date for these works by up to four months.

William Blake Estate

At the time of writing this report, the planning decision from the London Borough of Lambeth, which was expected early in January, has not been received. This, and associated delays in the planning process, will put back the expected contract start date for these works by up to three months.

Southwark Estate

Although much later than scheduled, planning permission was received from the London Borough of Southwark at the end of December last year and, we are looking to carry out the procurement process during January/February. The delays in the planning process however, mean that the expected start date for these works will be delayed by up to three months.

Windsor House

Although again, much later than scheduled, planning permission was received from the London Borough of Hackney at the end of December last year and, we are looking to carry out the procurement process during January/February. The delays in the planning process however, mean that the expected start date for these works will be delayed by up to three months.

Dron House

The forecasted start of the contract at Dron House has now slipped by two months as, there were Procurement and Legal issues that resulted in delays in commencing the tender process. In addition, there has been a further delay as a result of the need to seek clarification from bidders on various elements of their respective tender submissions. Following subsequent statutory S20 consultation with leaseholders, a contractor appointment is now expected early in April 2020.

H53 – Play and Ball Game Area Refurbishment (Multiple Estates)

Following a competitive tendering exercise, a specialist Design Consultant, Evolution Architects, has been appointed. Following initial discussions with Evolution, it has been agreed that an additional three months should be added to the programme to allow for more extensive consultation with residents.

Extension of projects in delivery

H43 Decent Homes Works – Harman Close

As a result of delays in the fitting of the new fire doors, which are now complete, and, the demise of the main contractor's flooring sub-contractor, it has been agreed to extend the programme by three months. The expected completion date for these works is now the end of February.

Progress of note on key projects

H17 – Golden Lane Heating Replacement (Phase 2 – Crescent House & Cullum Welch House)

Following a successful competitive procurement process, Ingleton Wood has been appointed as design consultant on this project and, contracts have been issued for signature. Programme dates/milestones are still being reviewed with the design team and, a realistic programme will be determined shortly and reported to the next meeting of this Sub Committee.

H40 – Window Replacement (Golden Lane)

As reported previously, Studio Partington is recommended for appointment as Design Team for the Golden Lane Estate Window Replacement Programme subject to the statutory Section 20 consultation process with leaseholders. The closing date for the consultation process is 21 January and, if there are no issues, Studio Partington's appointment will be confirmed early in February.

H41 - Great Arthur House - Front Entrance Door Replacement

Further to the recently increased project scope, as approved by Committee, additional destructive tests are being carried out to facilitate the completion of the design work. A procurement exercise for the appointment of the Design Team will be undertaken over the next few weeks and, the forecast delivery programme will be reviewed and updated once the design and planning processes are underway.

H42 – Petticoat Tower Front Door Replacement

Following the significant ongoing problems with this programme, an alternative contractor is due to be appointed, subject to due diligence checks by our colleagues in City Procurement, from a specialist framework. Once the appointment has been made, the works programme can be agreed and notified to residents.

H50 – Southwark Estate Concrete Testing and Repair

A specialist contractor, Structural Renovations Limited, has been appointed to carry out the concrete testing to the balconies and soffits of all blocks on the Southwark Estate. Testing will begin in January, the results of which, will inform the future remedial works project.

Completed Projects

The following projects have now been successfully completed to approved budgets and, full Outcome Reports will be submitted to the various Committees in due course:

- H1 – Avondale Square Window Overhaul;
- H10 – Door Entry Upgrade William Blake Estate and Dron House;
- H12 – Middlesex Street Estate Electrical Remedial Works;
- H56 – Re-roofing at Blake House (William Blake Estate);
- H56 – Re-roofing at Dron House.

11. As Members will appreciate, there will always be problems with contracts and projects such as those contained within the Housing Major Works Programme. However, our own in-house team of Project Managers and Clerk of Works are allocated to each project to ensure that projects are properly managed, and the expectations of our tenants are met. Members will also appreciate that the momentum of the Housing Major Works Programme continues to grow, and good progress is being made.

Appendices

Appendix 1: Housing Major Works Programme Progress Report (January 2020)

Paul Murtagh
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Committee: Housing Management and Almshouses Sub-Committee	Date: 20/01/2020
Subject: Housing Management Policies – Progress Update	Public
Report of: Director of Community and Children’s Services	For Information
Report author: Liam Gillespie, Head of Housing Management	

Summary

A review of housing management policies has been in progress since early 2018, and many new policies have been approved by Committee as part of this exercise. Several existing policies are also due for evaluation and these are being considered as part of the review.

Members requested an update on the progress of the review and this report explains which policies have been completed and which are in progress or due to be started.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. In mid-2018, a programme of policy reviews was started, to ensure that policies existed for key areas of housing management activity and current policies were reviewed to ensure they remained relevant and accurate.
2. As part of this review, many new policies were drafted and approved, and this work is largely complete. The focus is now on reviewing existing policies which are due for reconsideration.

Current Position

3. Appendix 1 shows a list of new policies which have been approved, and those which are still outstanding.
4. Appendix 2 shows existing policies which are due for review.

Conclusion

5. A review of housing management policies has been underway since 2018, and 14 new policies have been approved by Committee.
6. The appendices explain in more detail which policies are still to be completed, or which are due for review.

Appendices

- Appendix 1 – New policies (completed and awaiting completion)
- Appendix 2 – Existing policies due for review

Background Papers

- Housing Management Policy Review, Housing Management and Almshouses Sub-Committee, 23/07/2018

Liam Gillespie

Head of Housing Management

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Table 1: New Policies (by Committee Date)

HMASC Date	Policy Title
16.04.18	Disposal of Personal Property Policy
05.06.18	Introductory Tenancies Policy
23.07.18	Anti-Social Behaviour Policy
24.09.18	Domestic Abuse Policy
24.09.18	Estate Parking and Storage Sheds Policy
24.09.18	Filming and Photography on Estates Policy
24.09.18	Lettings and Transfers Policy
24.09.18	Insurance Cover and Claims Policy
27.11.18	Estate Management Policy
27.11.18	Gas Safety Policy
27.11.18	Guest Rooms Policy
21.01.19	Hate Incidents Policy
26.03.19	Community Centres Policy
22.11.19	Rents Policy

Table 2: New Policies Due for Completion in 2020

Policy	Comments
Arrears Management Policy	Draft in progress
Leasehold Management Policy	This is currently being drafted, along with a Leaseholder Handbook
Repairs and Alterations Policy	
Recharging and Debt Recovery Policy	This may be incorporated into the Arrears Policy
Tenancy Policy	Due for consideration on 20.01.20.

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Title	Approved	Review due
Compensation Policy	September 2016	September 2018
Complaints Policy	May 2017	May 2019
Decant Policy	April 2016	April 2019
Fire Safety Protocol	November 2017	November 2019
Mutual Exchange Policy	February 2018	February 2020
Pets Policy	May 2017	May 2019
Resident Communications & Engagement Strategy	January 2017	January 2019
Safeguarding Policy – Housing Services	January 2016	January 2019
Shift Allowance Policy	February 2018	February 2020

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Committee: Housing Management and Almshouses Sub-Committee	Date: 20/01/2019
Subject: Tenancy Policy Review	Public
Report of: Director of Community and Children's Services	For Decision
Report author: Liam Gillespie, Head of Housing Management	

Summary

The current Tenancy Policy was approved by this Committee in 2017 and is now due for review.

The policy has been modified in one section in order to clarify our approach to joint tenancies following relationship breakdown. No other material changes have been made to the policy.

Recommendation

Members are asked to:

- Approve the Tenancy Policy for use by the Housing Service

Main Report

Background

1. The Tenancy Policy was last approved by Committee in January 2017. It outlines our approach to the management of Secure and Introductory Secure tenancies, including granting, changing or ending these tenancies.
2. The Policy has been reviewed and is now submitted to Members for approval. It is proposed that, in common with most other policies used by the Housing Service, the review period is extended to three years.

Current Position

3. The Tenancy Policy was reviewed to check that it accurately reflected current legislation, regulation and good practice in tenancy management.
4. Colleagues in the Comptroller and City Solicitor's Department advised that section 11, 'Ending Joint Tenancies', should be re-written as it was capable of being misinterpreted; revised wording has been supplied for this section.

5. There is a common misconception that landlords can simply remove the name of a joint tenant from a tenancy if that person is no longer living in the household, for example following relationship breakdown. We are quite frequently asked by the remaining tenant to remove the non-resident joint tenant's name from a tenancy for this reason, sometimes many years later.
6. Section 11 of the policy has been re-written to make the remaining tenant's options clear in situations where one joint tenant has left the property. In these situations, the onus is very much on the tenants to take the appropriate action to resolve the situation.
7. No other material changes have been made to the Tenancy Policy. The changes will be reflected in a document management table within the policy itself, to assist with tracking changes to the document in future.

Conclusion

8. The Tenancy Policy has been reviewed and, except for section 11, remains unchanged.
9. It is proposed that the policy is not reviewed again until 2023 or following a significant change to tenancy legislation or regulations should that occur in the meantime.

Appendices

- Appendix 1 – Tenancy Policy (version 2 – 2020)
- Appendix 2 – Section 11 – Ending Joint Tenancies (2017 text)

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City of London Housing Service

Tenancy Policy

DRAFT

Approved by:	Housing Management and Almshouses Sub-Committee
Original Approval Date:	January 2017
Version No.	2
Approval Date	

1. Equal opportunities

The City of London Corporation operates an Equality & Diversity policy and this applies to all aspects of its services. We will ensure that no resident or service user is treated less favourably on the grounds of age, race, religion or belief, disability, sex, gender reassignment, sexual orientation, pregnancy or maternity, marriage or civil partnership status. This policy and all related information can be made available in different formats and translated upon request.

2. Aims

We are committed to providing excellent services that meet agreed service standards. The aim of this policy is: to set out the approach that we will take when issuing new tenancies to existing tenants or occupants and when undertaking changes to an existing tenancy.

3. Legislative and regulatory framework

The Housing Act 1985, 1988, 1996 as amended
The Landlord and Tenant Act 1985
The Housing & Planning Act 2016 (further regulations pending)
The City of London Housing Service Tenancy Agreement
The Localism Act 2011

4. Related Policies and Strategies

City of London Decant Policy
City of London Housing Allocation Policy
City of London Social Housing Tenancy Fraud – Anti-Fraud & Prosecution Policy
City of London Tenancy Strategy

5. Scope of the policy

The policy applies to current tenants, occupants and prospective tenants of residential properties owned and managed by the City of London Corporation on our social housing estates.

6. Introduction

Tenancies will be issued to eligible people in accordance with the City's Housing Allocation Policy requirements and priorities. This policy applies to changes to existing tenancies. The tenancy changes covered by this policy are:

- Ending a Sole tenancy
- Creating a joint tenancy
- Ending a joint tenancy
- Succession - where an existing tenant has died and the tenancy is 'passed' to another individual

- Assignment – where an existing tenancy is ‘passed’ by the tenant to another individual
- Mutual Exchange
- Name Changes relating to an existing tenancy
- Moving Home

This policy is supported by Estate Management Procedures which detail the actions that officers will take and includes the documentation that officers will issue.

7. Types of Tenancy

Sole Tenancy

A sole tenancy is where only one person is named on the tenancy agreement. They are the only legal tenant even though other people may live in the property with them. A sole tenant is responsible for all aspects of the tenancy.

Joint Tenancy

A joint tenancy is where two people are named on the tenancy agreement. They are ‘jointly and severally liable’, meaning both tenants are responsible for all aspects of the tenancy.

All of the following types of tenancy may be sole or joint tenancies.

Introductory Tenancy

As first agreed by the Community Committee in 1996 and confirmed again in 2002, the majority of new tenants will be introductory tenants for the first year of their tenancy. All introductory tenants will receive a tenancy agreement setting out the introductory tenancy period and terms and the type of tenancy that it will convert to (e.g. secure or secure flexible) subject to the compliance with the tenancy terms during the introductory tenancy period.

Secure Tenancy

Secure tenancies are lifetime tenancies with the right of one succession to the tenancy. To date, these are the types of tenancy that have been issued by the City of London Corporation.

Secure Flexible (Fixed Term Tenancy)

Secure Flexible (Fixed Term Tenancy) are a form of tenancy that gives tenants the right to live in a property for a certain amount of time. They are therefore not ‘lifetime’ tenancies; however, they may be renewed or extended at the discretion of the landlord.

At the time of writing, the City has the option, but is not obligated to issue Fixed Term Tenancies and our policy is to continue to issue Secure Tenancies where appropriate. In certain circumstances, in accordance with the City’s Tenancy Strategy, Fixed Term Tenancies may be offered. This policy will be updated should the situation change.

8. Preventing Fraud

In every tenancy change outlined in this document, our staff will take all reasonable steps to confirm identities and prevent fraud. The actions to be taken will include, but are not limited to:

- Requiring up-to-date identity documents and proof of address – including checking current passport, driving license, utility bills, council tax bills and any immigration or leave to remain documents.
- Undertaking a credit check to both ascertain links to the property and verify the information provided by the applicant. This may also identify where another property may be owned or occupied by the applicant, tenant or successor that may mean they are ineligible for the City of London property.
- Taking a photograph of the tenant(s).
- In any cases where an immigration concern is identified or suspected, these will be referred to the City's Anti-Fraud Team who will undertake further checks with the Home Office.
- In any cases where Fraud is identified or suspected, these will be referred to the City's Anti-Fraud Team for consideration of formal investigation.
- The City may undertake or participate in data-matching exercises designed to detect and prevent fraud, this includes the National Fraud Initiative (NFI).

9. Ending a Sole Tenancy

Sole tenants may end their tenancy at any point if they wish to. To end a tenancy, the tenant must write to the City and give 28 days of notice and the tenancy must end on a Sunday.

In certain circumstances tenancies must be ended, for example if the tenant will not be able to occupy the property for a significant period of time, such as those who move abroad or those who must serve a prison sentence. In such circumstances, if the tenant does not end their tenancy, the City will take the appropriate legal steps to end the tenancy.

10. Creating a Joint Tenancy

A tenancy is capable of being placed in the names of more than one individual, which is referred to as a joint tenancy. The tenancy agreement is the same for joint tenants as it is for sole tenants and each tenant must sign the agreement.

Joint tenants have equal rights of occupation of the dwelling and can only be excluded or evicted from the property by a Court Order. Each joint tenant is 'jointly and severally liable', meaning both tenants are equally responsible for meeting all obligations of the tenancy including paying the rent. On the death of one joint tenant, the tenancy automatically continues for the surviving joint tenant.

Where a joint application was submitted for housing, a joint tenancy will be issued at the point of a new letting. If the application for housing was made in one person's name, a sole tenancy will be issued.

The City policy is to only create joint tenancies between couples. This is because inter-generational or family tenancies may lead to future conflict when lifestyles and needs change.

There is no legal right to add another tenant onto a tenancy. Where a request is received to create a joint tenancy, the City will consider the request carefully. Both parties to the proposed joint tenancy will be interviewed separately to ensure both parties are equally willing to enter into the joint tenancy.

For a joint tenancy to be created, the following conditions are required to be met:

- The current tenant must not be the subject of any legal action relating to the property including possession proceedings or a possession order whether it is final, suspended or postponed.
- The proposed new tenant must be eligible, have the necessary immigration status, for example 'access to public funds' or 'leave to remain in the United Kingdom'.
- Any rent arrears or other debts owed to the City of London Corporation must be paid before the process may take place.

Any sole tenant should fully investigate all the advantages and disadvantages and is advised to seek independent legal advice before deciding to make a request for another person to be added to a tenancy. Some things to bear in mind include:

(1) that each joint tenant is equal, and it makes no difference that one of them was a sole tenant of the property before the joint tenancy was created.

(2) That creating a joint tenancy can affect any (if any) succession rights.

(3) That either joint tenant can end the whole of the joint tenancy by giving a Notice to Quit to the landlord, they do not need the consent or agreement of the other joint tenant to do this and this can mean that the joint tenant not ending the tenancy could lose their home.

(4) That whilst it is very easy to create a joint tenancy, a joint tenancy part of a joint tenancy can only be ended by a Court Order or on the death of a joint tenant.

11. Ending a Joint Tenancy

Either joint tenant can (acting on their own) end the whole of the joint tenancy by giving a valid notice to quit to the landlord. If this happens all parties will probably have to move out of the home.

Unless a joint tenant dies it is only possible for a joint tenant to be removed from a joint tenancy by a Court Order. The Corporation cannot obtain such a Court Order; it is up to the party wanting to be removed (or wanting another to be removed) to seek their own legal advice. This means that even if a joint tenant moves out, they are still liable for the rent and other tenancy matters in just the same manner as if they had continued to live there. They will still be classed as having a tenancy of social housing, so may not be able to obtain another social housing tenancy elsewhere, and would also have the legal right to move back in.

In cases of domestic abuse or other criminal behaviour being caused by one joint tenant against the other, and the victim wishes for the other joint tenant to leave the home, we will refer them to agencies who can assist them to obtain the necessary legal advice and take the necessary action to obtain a Court Order. Please refer to the *Domestic Abuse Policy* for more details.

12. Succession

Each secure or introductory tenancy has one statutory right to assign or one succession right.

Tenancies that Started Prior to 1st April 2012

For all secure tenancies granted prior to 1st April 2012, upon the death of a tenant, the following people would have the right to succeed to the tenancy (in order of priority):

- The deceased tenant's joint tenant;
- The deceased tenant's spouse or civil partner provided they were residing with the deceased tenant at the time of their death as their main home, or
- A member of the deceased tenant's family who had been residing with the deceased tenant for a minimum of twelve months prior to the tenant's death as their main home. Family members are defined as; parents, grandparents, children, grandchildren, siblings, uncles, aunts, nephews and nieces and partner.

The law does not allow for joint succession, so if there are a number of potential successors, they must decide between them who will take over the tenancy. If they cannot agree, they should seek legal advice and the courts may confirm the successor if necessary.

Tenancies that Started on or After 1st April 2012

For all new tenancies granted on or after 1 April 2012 the law allows one statutory succession to a spouse or civil partner of the deceased tenant, who was living in the property as their main home at the time of the tenant's death. A person that was living with the tenant as their husband or wife will be treated as their spouse and a person who was living with the tenant as if they were civil partners will be treated as the tenant's civil partner. The statutory right of succession of a member of the family has been removed.

Government regulations are currently being drafted which are expected to require all successions to be treated as per 'Tenancies that Started On or After 1st April 2012'. This policy will be updated should the situation change.

Under 18

Those under the age of 18 can succeed to a tenancy. In such cases, a trustee would need to be agreed to hold the tenancy in trust for the child. The trustee is not a guarantor and is not liable for the rent.

Under-occupation

The right of succession is linked to the tenancy rather than the property. If the successor is a family member (i.e. not the deceased tenant's spouse or registered

civil partner), and the property that was occupied by the deceased tenant is larger than their needs (defined in accordance with the City's Housing Allocation Policy) then the successor will be offered one reasonable offer of suitable alternative accommodation.

If the successor chooses not to move into the suitable accommodation, appropriate legal action will be taken where necessary.

Property adapted for disabled use

The right of succession is linked to the tenancy rather than the property. If the successor is a family member (i.e. not the deceased tenant's spouse or registered civil partner), and the property that was occupied by the deceased tenant has been designed or adapted for the needs of a disabled person and the successor has no such requirements, the successor will be offered one reasonable offer of suitable alternative accommodation.

If the successor chooses not to move into the suitable accommodation, appropriate legal action will be taken where necessary.

No Right of Succession – Move On

Where the right of assignment or succession has been used, and there are occupants remaining in a property after the death of a tenant, the City will confirm the situation and offer advice and support to assist them to move on. The City should seek possession of the home within a reasonable time frame, but not allow more than six months to pass.

No Right of Succession – Discretionary Succession

In exceptional circumstances, the City may offer a 'Discretionary Succession'. This is where there is no remaining right of succession, but an occupant would be entitled to succeed if there were a remaining right. In this instance, they would be offered a tenancy agreement. This will only apply where the occupant meets all requirements for high priority in accordance with the City's Allocation Policy.

13. Assignment

A tenant may assign their tenancy to another, this means they transfer their 'interest' in the property to this person. The tenancy continues and the tenancy terms and conditions do not change, a new tenancy does not commence but the tenant changes.

There are three situations when a City of London secure tenancy may be assigned:

- Assignment to a Potential Successor
- Assignment by Court Order
- Mutual Exchange.

Assignment to a Potential Successor

An assignment to a potential successor is to a person who would be qualified to succeed the tenancy if the tenant died. If the tenancy is assigned, the right to statutory succession is used and there is no further right of succession.

The tenant wishing to assign must not be a statutory successor or have become a sole tenant upon the death of a joint tenant or have become a tenant by an assignment. In this circumstance only a sole tenancy can be assigned and it can only be assigned to a sole person. A sole tenant cannot assign a sole tenancy to two people as a joint tenancy. In effect the assignee becomes a successor and there can be no further succession.

The person assigning the property must not remain in the property after the assignment and must not be transferring to another City of London property.

A number of checks will be made before the assignment may proceed; these include but are not limited to:

- Whether the property will be under-occupied or overcrowded after the assignation.
- Whether the property has adaptations which the proposed new tenant has no need for.
- The current tenant or assignee must not be the subject of any legal action relating to the property, including possession proceedings or a possession order whether it is final, suspended or postponed.
- The proposed new tenant must be eligible, have the necessary immigration status for 'access for public funds'.
- Any rent arrears or other debts owed to the City of London Corporation must be paid before the assignation could take place.

The officer managing the case will also undertake identity and fraud checks, and require appropriate documentation from both the tenant and the assignee in order to process the change.

The officer managing the case will explain the legal situation carefully to ensure both the current tenant and assignee fully understand the legal rights and responsibilities involved.

Assignment by Court Order

A tenancy can be assigned by Court Order in a number of circumstances, including family law or relationship breakdown.

Where a Court Order is received, the assignment decreed by the court must be accepted by the City of London, no assessment of the suitability of the property may be carried out. The signing of the Deed of Assignment is not required as the Court Order itself implements the assignment. The date of assignment is effective from the date specified by the court.

14. Mutual Exchange

Existing City of London tenants can register for a mutual exchange as a means of gaining suitable housing. Mutual exchanges can only occur between those with appropriate tenancies e.g. assured or secure. The tenants are responsible for finding

the exchange partner and the property that they would like to exchange with. The following conditions must also be met to ensure the exchange may proceed:

- There must be no rent arrears, outstanding repairs charges or possession orders on file.
- There must be no existing tenancy management issues such as anti-social behaviour.
- The incoming tenant must accept the current condition of the property, subject to safety checks such as gas safety.

15. Name Change

We accept that an existing tenant may wish to change their name, for example if they have married or for religious reasons. Where we receive a request to change a name, we will endeavour to meet the request.

We will require supporting evidence such as a deed poll or marriage certificate to effect the name change, and we will undertake checks to confirm identity and prevent fraud.

We will not alter the original tenancy documentation, however, we will provide a letter confirming the recognition of the name change, and we will make amendments to our Housing Management System to ensure items such as letters are addressed appropriately.

16. Moving Home

Management Transfers

A management transfer occurs in situations where a tenant has an immediate need to move from their current property. Management transfers are carried out in accordance with the City's Allocation Policy. We will ensure that no tenant gains or loses tenancy rights if they need to move.

Decants

A 'decant' is the term used where a tenant is required to move from their current property. This may be due to redevelopment or major works. The City has a Decant Policy which sets out the steps that will be taken and support that will be provided.

Downsizing

Tenants may apply to move to a smaller home, and we provide a financial incentive to do so. Downsizing is carried out in accordance with the City's Allocation Policy. We will ensure that no tenant gains or loses tenancy rights if they need to move.

17. Right to Appeal

If current tenants, occupants or prospective tenants disagree with the decision made by the Estate Manager, they have the right to appeal the decision. The reasons for the appeal must be provided in writing to the Area Manager. The Area

Manager will make the decision, and the decision and reasons for the decision will be provided in writing to the relevant parties.

18. Policy Exceptions

In exceptional circumstances, the City of London Corporation may consider variations to this policy. The variation will depend upon the individual situation, any extenuating circumstances and the evidence available. The decision and reasons for the decision will be provided in writing to the relevant parties.

19. Monitoring the policy

The Estate Managers are responsible for enacting the tenancy changes within this policy. The Area Housing Managers will monitor the tenancy changes that take place on the estates in each of the areas they are responsible for, to ensure this policy is being implemented consistently and fairly.

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11. Ending a Joint Tenancy

A joint tenancy may be ended for a number of reasons including a relationship breakdown or the desire of one tenant to live elsewhere. The party who intends to leave the joint tenancy must be aware that they may not have the right to housing provided by the City of London in future; at a minimum they must maintain a current connection with the City, as outlined in the City's Housing Allocation Policy.

Where a couple mutually agree to end the joint tenancy, the party who wishes to leave the property must put their request in writing.

Where both parties wish to stay in the property and for the tenancy to be put in their sole name, they must seek independent legal advice. The City cannot decide for them which should have the tenancy.

A Court Order may be issued to end a joint tenancy and instruct for the creation of a sole tenancy in one person's name, where this is the case, the City will enact the order.

In cases of domestic abuse or other criminal behaviour being caused by one joint tenant against the other, and the victim wishes for the other joint tenant to leave the home, we encourage tenants to approach us. Dependent upon the circumstances, the City may be able to offer a sole tenancy to the victim. Where it is possible to do this, the agreement to offer a sole tenancy will be confirmed in writing before the tenant takes any action, such as giving notice to end the joint tenancy.

Where one tenant reports that the other has left, the City is required to seek evidence and ensure that the absent tenant has permanently left before taking action to end the joint tenancy and create a sole tenancy in the remaining tenant's name. The remaining tenant will need to supply:

- evidence of when the absent tenant left
- any available evidence that they do not intend to return
- contact details for the absent tenant.

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Committees: Corporate Projects Board Housing Management and Almshouses Sub Projects Sub	Dates: 13 January 2020 20 January 2020 27 January 2020
Subject: Decent Homes Kitchen and Bathroom Contingency 2 Unique Project Identifier: 10837 (29100030)	Gateway 6: Summarised Outcome Report Light (unspecified at GW 5)
Report of: Director of Community & Children's Services Report Author: Lochlan MacDonald	For Decision
PUBLIC	

Summary

1. Status Update	<p>Project Description:</p> <p>To achieve compliance with the Decent Homes criteria by bringing identified properties up to standard during 2013/14. These were properties that had been missed out on previous Decent Homes contracts (for no access, refusal etc.)</p> <p>RAG Status: Green (project completed, no RAG status given at G5, 2013)</p> <p>Risk Status: Low (project completed, no risk status given at G5, 2013)</p> <p>Final Outturn Cost: £56,684.03</p> <p>Slippage: None.</p> <p>Works completed are: 14 Properties across 7 blocks had been identified as requiring works at an estimated cost of £80,000. Of the 14 properties identified as needing works, two (both at Pakeman House) were omitted. However, these both now show as meeting the standard so it is assumed that they have been modernised retrospectively. CBIS shows expenditure of £56,684.03 which (see table A below) confirms this. It is therefore assumed that the 12 remaining properties were modernised under this project as planned (see appendix A). The 2 properties at Pakeman House have subsequently been modernised as part of a further separate project.</p>
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2. Next steps and Requested decisions	Requested Decisions: That the project is now closed.
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3. Budget	<p>The original envisaged works and cost estimates, compared against actual expenditure, are shown below:</p> <p><u>TABLE A – Planned and Actual Expenditure</u></p> <table border="1"> <thead> <tr> <th colspan="3">Decent Home Kitchen and Bathroom Contingency 2</th> </tr> <tr> <th>Block</th> <th>G5 Estimate</th> <th>Actual Spend</th> </tr> </thead> <tbody> <tr> <td>Crescent House</td> <td>£5,082</td> <td>£5,081</td> </tr> <tr> <td>Great Arthur House</td> <td>£8,602</td> <td>£7,984</td> </tr> <tr> <td>Harman Close</td> <td>£5,130</td> <td>£5,130</td> </tr> <tr> <td>Pakeman House*</td> <td>£17,837</td> <td>£0.00</td> </tr> <tr> <td>Petticoat Square</td> <td>£21,113</td> <td>£20,367</td> </tr> <tr> <td>Petticoat Tower</td> <td>£12,688</td> <td>£10,693</td> </tr> <tr> <td>Stanley Cohen House</td> <td>£6,949</td> <td>£6,949</td> </tr> <tr> <td>Works Subtotal</td> <td>£77,401</td> <td>£56,204</td> </tr> <tr> <td>Fees</td> <td>£960</td> <td>£480.00</td> </tr> <tr> <td>Contingency</td> <td>£1,639</td> <td>£0.00</td> </tr> <tr> <td>Totals</td> <td>£80,000</td> <td>£56,684</td> </tr> </tbody> </table> <p><i>*The two properties at Pakeman House were omitted from this project but have subsequently been modernised under a subsequent project.</i></p> <table border="1"> <tr> <td style="width: 30%;"><i>Estimated Total Project Cost G2</i></td> <td><i>This was not subject to a G2 report but the estimated cost of £80,000 was mentioned at G3/4.</i></td> </tr> </table> <table border="1"> <thead> <tr> <th></th> <th>At Authority to Start work (G5)</th> <th>Final Outturn Cost (G6)</th> </tr> </thead> <tbody> <tr> <td><i>Fees</i></td> <td><i>£960</i></td> <td><i>£480</i></td> </tr> <tr> <td><i>Staff Costs</i></td> <td><i>Included above</i></td> <td><i>Included above</i></td> </tr> <tr> <td><i>Works</i></td> <td><i>£77,401</i></td> <td><i>£56,204</i></td> </tr> </tbody> </table>	Decent Home Kitchen and Bathroom Contingency 2			Block	G5 Estimate	Actual Spend	Crescent House	£5,082	£5,081	Great Arthur House	£8,602	£7,984	Harman Close	£5,130	£5,130	Pakeman House*	£17,837	£0.00	Petticoat Square	£21,113	£20,367	Petticoat Tower	£12,688	£10,693	Stanley Cohen House	£6,949	£6,949	Works Subtotal	£77,401	£56,204	Fees	£960	£480.00	Contingency	£1,639	£0.00	Totals	£80,000	£56,684	<i>Estimated Total Project Cost G2</i>	<i>This was not subject to a G2 report but the estimated cost of £80,000 was mentioned at G3/4.</i>		At Authority to Start work (G5)	Final Outturn Cost (G6)	<i>Fees</i>	<i>£960</i>	<i>£480</i>	<i>Staff Costs</i>	<i>Included above</i>	<i>Included above</i>	<i>Works</i>	<i>£77,401</i>	<i>£56,204</i>
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<i>Purchases</i>	£0	£0
<i>Other Capital Expend</i>	£0	£0
<i>Costed Risk Provision (Contingency)</i>	£1639	£0
<i>Recharges</i>	£0	£0
<i>Other*</i>	£0	£0
Total	£80,000	£56,684

The Final Account for these works has been verified.

4. Programme	<table border="1"> <thead> <tr> <th>Activity</th> <th>Authority to Start work (G5) Programme</th> <th>Final (G6) Programme</th> </tr> </thead> <tbody> <tr> <td>Appointment of Contractor</td> <td>February 2013</td> <td>February 2013</td> </tr> <tr> <td>Start on Site</td> <td>February/March 2013</td> <td>March 2013</td> </tr> <tr> <td>Finish On Site</td> <td>June 2013</td> <td>June 2013</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Activity	Authority to Start work (G5) Programme	Final (G6) Programme	Appointment of Contractor	February 2013	February 2013	Start on Site	February/March 2013	March 2013	Finish On Site	June 2013	June 2013			
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	Appointment of Contractor	February 2013	February 2013													
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5. Key Conclusions	<ol style="list-style-type: none"> 1. The Project was delivered below budget due to two properties at Pakeman House being removed from the works list (subsequently brought up to standard by virtue of the works being carried out as part of another programme, although exact details cannot be traced at present), small savings on other properties and fees expenditure, and the contingency budget remaining unused. 2. Positive reflections include reasonable cost estimations due to early stakeholder engagement on costs. 3. A negative reflection is that the project manager who oversaw the project no longer works for the City and no exact records of works done, dates, practical completion, resident satisfaction, etc. can be traced 4. Lessons learned include the need for a more robust monitoring, checking and storage of data on works undertaken. 5. All property information relating to Decent Homes is now stored on the Department's asset management system (Keystone) and will allow better future planning, programming and monitoring. Details of all completed 															

	works are now immediately uploaded to the Keystone Access, allowing details of works done on estate, block and dwelling levels to be accessed.
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Appendices

Appendix A	List of Properties

Contact

Report Author	Lochlan MacDonald
Email Address	Lochlan.macdonald@cityoflondon.gov.uk
Telephone Number	020 7332 3939

APPENDIX A

Project Number: 29100030
Project Name: Decent Home Kitchen and Bathroom Contingency 2

Properties Modernised	
Address	Estate
336 Crescent House	Golden Lane Estate
62 Great Arthur House	Golden Lane Estate
104 Great Arthur House	Golden Lane Estate
22 Stanley Cohen House	Golden Lane Estate
24 Stanley Cohen House	Golden Lane Estate
14 Harman Close	Avondale Square Estate
409 Petticoat Square	Middlesex Street Estate
431 Petticoat Square	Middlesex Street Estate
454 Petticoat Square	Middlesex Street Estate
4C Petticoat Tower	Middlesex Street Estate
7D Petticoat Tower	Middlesex Street Estate
8C Petticoat Tower	Middlesex Street Estate

Properties Omitted (since Modified)	
Address	Estate
50 Pakeman House	Southwark Estate
51 Pakeman House	Southwark Estate

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<p>Committees: Corporate Projects Board Housing Management and Almshouses Sub Projects Sub</p>	<p>Dates: 13 January 2020 20 January 2020 27 January 2020</p>
<p>Subject: Decent Homes – Central Heating Installation Programme (CHIP) VARIOUS 2010/11, 2011/12 and 2012/13 Unique Project Identifier: 9358 (29100015) 9359 (29100023) 10836 (29100029)</p>	<p>Gateway 6: Summarised Outcome Report Light (unspecified at Gateway 5)</p>
<p>Report of: Director of Community & Children's Services Report Author: Lochlan MacDonald</p>	<p>For Decision</p>
<p>PUBLIC</p>	

Summary

<p>1. Status Update</p>	<p>Project Description: To achieve compliance with the Decent Homes criteria by bringing the heating up to standard in the identified properties during 2011/12 and 2012/13. These were properties that had been missed out on previous Decent Homes contracts (for no access, refusal etc)</p> <p>RAG Status: Green (project completed, no RAG status given at Chief Officer Approval works (no G5) in 2012).</p> <p>Risk Status: Low (project completed, no risk status given at Chief Officer Approval works (no G5) in 2012).</p> <p>Final Outturn Cost: 9358 - £38,155.85 9359 – £41,543.58 10836 – £54,384.62 Slippage: None.</p>
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	Works completed are: The records on works completed under these projects is incomplete. However, by checking orders on Oracle, it has been possible to determine that at least 30 properties across several estates were modernised. The works would have covered installation of new boilers, pipework, radiators and controls as well as making good works. The details of improved properties shown in Appendix A.
2. Next steps and Requested decisions	Requested Decisions: That the projects are now closed.

3. Budget	<p>The original approved budgets, actual expenditure and underspend (saving) on each project are shown below</p> <table border="1" data-bbox="488 913 1238 1209"> <thead> <tr> <th colspan="4">Decent Home Kitchen and Bathroom Contingency 2</th> </tr> <tr> <th>Project</th> <th>Approved Budget</th> <th>Actual Spend</th> <th>Underspend</th> </tr> </thead> <tbody> <tr> <td>9358</td> <td>£50,000</td> <td>£38,156</td> <td>£11,844</td> </tr> <tr> <td>9359</td> <td>£50,000</td> <td>£41,543</td> <td>£8,457</td> </tr> <tr> <td>10836</td> <td>£69,000</td> <td>£54,385</td> <td>£14,615</td> </tr> </tbody> </table> <p><i>The table below illustrates the total expenditure across all three projects.</i></p> <table border="1" data-bbox="488 1339 1374 1458"> <tr> <td><i>Estimated Total Project Cost G2</i></td> <td><i>This was not subject to a G2 report but the estimated cost of £80,000 was mentioned at G3/4.</i></td> </tr> </table> <table border="1" data-bbox="488 1603 1374 1937"> <thead> <tr> <th></th> <th>At Authority to Start work (G5)</th> <th>Final Outturn Cost (G6)</th> </tr> </thead> <tbody> <tr> <td><i>Fees Staff Costs</i></td> <td><i>£16,000</i></td> <td><i>£2064</i></td> </tr> <tr> <td><i>Works</i></td> <td><i>£153,000</i></td> <td><i>£132,020</i></td> </tr> <tr> <td><i>Purchases</i></td> <td><i>£0</i></td> <td><i>£0</i></td> </tr> <tr> <td><i>Other Capital Expend</i></td> <td><i>£0</i></td> <td><i>£0</i></td> </tr> <tr> <td><i>Costed Risk Provision</i></td> <td></td> <td></td> </tr> </tbody> </table>	Decent Home Kitchen and Bathroom Contingency 2				Project	Approved Budget	Actual Spend	Underspend	9358	£50,000	£38,156	£11,844	9359	£50,000	£41,543	£8,457	10836	£69,000	£54,385	£14,615	<i>Estimated Total Project Cost G2</i>	<i>This was not subject to a G2 report but the estimated cost of £80,000 was mentioned at G3/4.</i>		At Authority to Start work (G5)	Final Outturn Cost (G6)	<i>Fees Staff Costs</i>	<i>£16,000</i>	<i>£2064</i>	<i>Works</i>	<i>£153,000</i>	<i>£132,020</i>	<i>Purchases</i>	<i>£0</i>	<i>£0</i>	<i>Other Capital Expend</i>	<i>£0</i>	<i>£0</i>	<i>Costed Risk Provision</i>		
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	(Contingency)	£0	£0
	Recharges	£0	£0
	Other	£0	£0
	Total	£169,000	£134,084

The Final Account for these works has been verified.

4. Programme	<table border="1"> <thead> <tr> <th>Activity</th> <th>Authority to Start work (G5) Programme</th> <th>Final (G6) Programme</th> </tr> </thead> <tbody> <tr> <td>Appointment of Contractor</td> <td>Unknown</td> <td>March 2011</td> </tr> <tr> <td>Start on Site</td> <td>Unknown</td> <td>March 2011</td> </tr> <tr> <td>Finish On Site</td> <td>Unknown</td> <td>November 2014</td> </tr> </tbody> </table> <p>Actual dates cannot be found. However, the first order was issued in March 2011 and the final order was issued in October 2014 and the dates above have been extrapolated from this information.</p>	Activity	Authority to Start work (G5) Programme	Final (G6) Programme	Appointment of Contractor	Unknown	March 2011	Start on Site	Unknown	March 2011	Finish On Site	Unknown	November 2014
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Appointment of Contractor	Unknown	March 2011											
Start on Site	Unknown	March 2011											
Finish On Site	Unknown	November 2014											
5. Key Conclusions	<ol style="list-style-type: none"> 1. The Project was delivered below budget due to some identified properties not having works and actual costs being less, in some cases than the assumed cost of £4,500 per heating system. 2. A negative reflection is that the project manager who oversaw the project no longer works for the City and no records of works done, dates, practical completion, resident satisfaction, etc. can be traced. 3. Lessons learned include the need for a more robust monitoring, checking and storage of data on works undertaken. 4. All property information relating to Decent Homes is now stored on the asset management system and will allow better future planning, programming and monitoring. Details of all completed works are now immediately uploaded to the Department's Keystone Access Management System, allowing details of works done on estate, block and dwelling level to be accessed. 												

Appendix A	List of Improved Properties
Report Author	Lochlan MacDonald
Email Address	Lochlan.macdonald@cityoflondon.gov.uk
Telephone Number	020 7332 3939

V1 – Consolidated Report October 2019

APPENDIX A

Project Numbers: 29100015, 29100023, 29100029
Project Name: CIP (Central Heating Installation Project)

29100015 - 9 Improved Properties	
Address	Estate
Bazeley House (exact address unknown)	Southwark Estate
47 Lammas Green	Sydenham Hill Estate
13 Eric Wilkins House	Avondale Square Estate
48 Longland Court	Avondale Square Estate
Tovy House (exact address unknown)	Avondale Square Estate
Fairweather House (exact address unknown)	Holloway Estate
111 Commercial Street	Spitalfields
Lamb Street (exact address unknown)	Spitalfields
62 Dron House	Dron House

29100023 - 10 Improved Properties	
Address	Estate
28 Collinson Court	Southwark Estate
32 Pakeman House	Southwark Estate
61 Pakeman House	Southwark Estate
31 East Point	Avondale Square Estate
12 Longland Court	Avondale Square Estate
76 Longland Court	Avondale Square Estate
39 Tovy House	Avondale Square Estate
20 Hilton House	Holloway Estate
104 Great Arthur House	Golden Lane Estate
37 Dron House	Dron House

29100029 - 11 Improved Properties	
Address	Estate
23 Bazeley House	Southwark Estate
47 Collinson Court	Southwark Estate
9 Centre Point	Avondale Square Estate
55 Centre Point	Avondale Square Estate
58 Centre Point	Avondale Square Estate
20 George Elliston House	Avondale Square Estate
10 Tovy House	Avondale Square Estate
11 Tovy House	Avondale Square Estate
28 Lammas Green	Sydenham Hill Estate
205 Crescent House	Golden Lane Estate
85 Windsor House	Windsor House

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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